

# **APPENDIX A**

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## APPENDIX A – MODE OF ENTRY

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Note: **BOLD** indicates Critical Measure

Table A-1-1: Resale - Mode of Entry Weights

<b>PO</b>	<b>Pre-Ordering</b>	<b>Weight</b>
1-01	<b>Customer Service Record</b>	<b>15</b>
1-02	<b>Due Date Availability</b>	<b>5</b>
1-03	<b>Address Validation</b>	<b>5</b>
1-04	<b>Product and Service Availability</b>	<b>5</b>
1-05	<b>Telephone Number Availability and Reservation</b>	<b>5</b>
1-06	<b>Facility Availability (Loop Qualification)</b>	<b>5</b>
2-02	<b>OSS System Availability – Prime</b>	<b>20</b>
3-02	% Answered within 30 Seconds – Ordering	10
3-04	% Answered within 30 Seconds – Repair	10
<b>OR</b>	<b>Ordering</b>	
1-02	% On Time LSRC - Flow Through - POTS	40
1-04	% OT LSRC <10 Lines (Elec.- No Flow Through) – POTS	10
1-04	% OT LSRC <10 Lines (Elec.- No Flow Through) – Specials	5
1-06	% On Time LSRC >= 10 Lines (Electronic) – POTS	10
1-06	% On Time LSRC >= 10 Lines (Electronic) – Specials	5
2-02	% On Time LSR Reject - Flow Through – POTS	30
2-04	% OT LSR Reject<10 Lines (Elec.-No Flow Through)-POTS	30
2-04	% OT LSR Reject<10 Lines (Elec.-No Flow Through)-Specials	5
2-06	% On Time LSR Reject >=10 Lines (Electronic) – POTS	10
2-06	% On Time LSR Reject >=10 Lines (Electronic) – Specials	5
4-09	% SOP to Bill Completion Notice Sent Within 3 Business Days	30
5-03	% Flow Through Achieved	20
6-03	% Accuracy – LSRC	10
<b>PR</b>	<b>Provisioning</b>	
3-08	% Completed w/in 5 Days (1-5 lines - No Dispatch) – POTS	10
3-09	% Completed w/n 5 Days (1-5 lines - Dispatch) – POTS	5
4-01	<b>% Missed Appointment - BA - Total – Specials</b>	<b>10</b>
4-02	Average Delay Days - Total – POTS	10
4-02	Average Delay Days - Total – Specials	10
4-04	<b>% Missed Appointment - BA - Dispatch – POTS</b>	<b>10</b>
4-05	<b>% Missed Appointment- BA - No Dispatch - POTS</b>	<b>20</b>
5-01	% Missed Appointment - Facilities – POTS	10
5-01	% Missed Appointment - Facilities – Specials	10
5-02	% Orders Held for Facilities > 15 days – POTS	5
5-02	% Orders Held for Facilities > 15 days – Specials	5
6-01	% Installation Troubles within 30 days – POTS	15
6-01	% Installation Troubles within 30 days – Specials	15
<b>MR</b>	<b>Maintenance &amp; Repair</b>	
1-01	Average Response Time - Create Trouble	5
1-03	Average Response Time - Modify Trouble	5
1-04	Average Response Time - Request Cancellation of Trouble	5
1-06	Average Response Time - Test Trouble (POTS only)	5
2-01	Network Trouble Report Rate – Specials	10
2-02	Network Trouble Report Rate - Loop (POTS)	10
3-01	% Missed Repair Appointments – Loop	20
3-02	% Missed Repair Appointments - Central Office	5
4-01	<b>Mean Time to Repair – Specials</b>	<b>20</b>
4-02	<b>Mean Time to Repair - Loop Trouble</b>	<b>15</b>
4-03	<b>Mean Time to Repair - CO Trouble</b>	<b>5</b>
4-08	<b>% Out of Service &gt; 24 Hours – POTS</b>	<b>20</b>
4-08	% Out of Service > 24 Hours – Specials	10
5-01	<b>% Repeat Reports w/in 30 days - POTS</b>	<b>15</b>
5-01	<b>% Repeat Reports w/in 30 days - Specials</b>	<b>15</b>
<b>BI</b>	<b>Billing</b>	
1-01	% DUF in 4 Business Days	10
		510

**Table A-1-2: Unbundled Network Elements - Mode of Entry Weights**

<b>PO</b>	<b>Pre-Ordering</b>	<b>Weight</b>
1-01	<b>Customer Service Record</b>	<b>15</b>
1-02	<b>Due Date Availability</b>	<b>5</b>
1-03	<b>Address Validation</b>	<b>5</b>
1-04	<b>Product and Service Availability</b>	<b>5</b>
1-05	<b>Telephone Number Availability and Reservation</b>	<b>5</b>
1-06	<b>Facility Availability (Loop Qualification)</b>	<b>5</b>
2-02	<b>OSS Interface Availability – Prime</b>	<b>20</b>
3-02	% Answered within 30 Seconds – Ordering	10
3-04	% Answered within 30 Seconds – Repair	10
<b>OR</b>	<b>Ordering</b>	
1-02	% On Time LSRC - Flow Through - POTS	40
1-04	% OT LSRC<10 Lines (Elec.-No Flow Through)-POTS	10
1-04	% OT LSRC<10 Lines (Elec.-No Flow Through)-Specials	5
1-04	% OT LSRC<10 Lines (Elec.-No Flow Through)-Complex	0
1-06	% On Time LSRC >=10 Lines (Electronic) – POTS	10
1-06	% On Time LSRC >=10 Lines (Electronic) – Specials	5
1-06	% On Time LSRC >=10 Lines (Electronic) – Complex	0
2-02	% On Time LSR Reject - Flow Through – POTS	30
2-04	% OT LSR Reject<10 lines (Elec.-No Flow Through)-POTS	30
2-04	% OT LSR Reject<10 lines (Elec.-No Flow Through)-Specials	5
2-04	% OT LSR Reject<10 lines (Elec.-No Flow Through)-Complex	0
2-06	% On Time LSR Reject >= 10 Lines (Electronic) – POTS	10
2-06	% On Time LSR Reject >= 10 Lines (Electronic) – Specials	5
2-06	% On Time LSR Reject >= 10 Lines (Electronic) – Complex	0
4-09	<b>% SOP to Bill Completion Sent Within 3 Business Days</b>	<b>30</b>
5-03	<b>% Flow Through – Achieved</b>	<b>20</b>
6-03	<b>% OT Accuracy LSRC</b>	<b>10</b>
<b>PR</b>	<b>Provisioning</b>	
3-08	% Completed w/in 5 Days (1-5 lines-No Dispatch)-UNE-P/Other	5
3-09	% Completed w/in 5 Days (1-5 lines-Dispatch)-UNE-P/Other	10
4-01	<b>% Missed Appointment - BA – Total – Specials</b>	<b>10</b>
4-01	<b>% Missed Appointment - BA – Total – EEL</b>	<b>10</b>
4-01	% Missed Appointment - BA - Total – IOF	10
4-02	Average Delay Days - Total – POTS	10
4-02	Average Delay Days - Total – Specials	10
4-02	Average Delay Days - Total – Complex	10
4-04	% Missed Appointment - BA – Dispatch – Platform	10
4-04	<b>% Missed Appointment - BA – Dispatch - New Loop</b>	<b>10</b>
4-04	<b>% Missed Appointment - BA – Dispatch – Complex</b>	<b>10</b>
4-05	<b>% Missed Appointment- BA - No Dispatch - Platform</b>	<b>20</b>
4-05	<b>% Missed Appointment- BA - No Dispatch - Complex</b>	<b>10</b>
4-06	<b>% On Time Performance - Hot Cut</b>	<b>20</b>
5-01	% Missed Appointment - Facilities – POTS	10
5-01	% Missed Appointment - Facilities – Specials	10
5-02	% Orders Held for Facilities > 15 days – POTS	5
5-02	% Orders Held for Facilities > 15 days – Specials	5
6-01	% Installation Troubles within 30 days - POTS Other	15
6-01	% Installation Troubles within 30 days – Specials	15
6-02	<b>% Installation Troubles within 7 days – Hot Cut Loops</b>	<b>15</b>

<b><u>MR</u></b>	<b>Maintenance &amp; Repair</b>	
1-01	Average Response Time - Create Trouble	5
1-03	Average Response Time - Modify Trouble	5
1-04	Average Response Time - Request Cancellation of Trouble	5
1-06	Average Response Time - Test Trouble (POTS only)	5
2-01	Network Trouble Report Rate – Specials	10
2-02	Network Trouble Report Rate - Loop (POTS)	10
3-01	% Missed Repair Appointments – Loop	20
3-02	% Missed Repair Appointments - Central Office	5
4-01	<b>Mean Time to Repair – Specials</b>	<b>20</b>
4-02	<b>Mean Time to Repair - Loop Trouble</b>	<b>15</b>
4-03	<b>Mean Time to Repair - CO Trouble</b>	<b>5</b>
4-08	<b>% Out of Service &gt; 24 Hours – POTS</b>	<b>20</b>
4-08	% Out of Service > 24 Hours – Specials	10
5-01	<b>% Repeat Reports w/in 30 days - POTS</b>	<b>15</b>
5-01	<b>% Repeat Reports w/in 30 days - Specials</b>	<b>15</b>
<b><u>BI</u></b>	<b>Billing</b>	
1-01	% DUF in 4 Business Days	10
		625

**Table A-1-3: Interconnection - Mode of Entry Weights**

<b>OR-</b>	<b>Ordering</b>	Weight
1-12	% On Time Firm Order Confirmations	15
1-13	% On Time Design Layout Record	10
2-12	% On Time Trunk ASR Reject	10
<b>PR-</b>	<b>Provisioning</b>	
4-01	% Missed Appointment - BA – Total	20
4-02	Average Delay Days – Total	10
4-07	% On Time Performance - LPN only	20
5-01	% Missed Appointment – Facilities	10
5-02	% Orders Held for Facilities > 15 Days	10
6-01	% Installation Troubles w/in 30 Days	15
<b>MR-</b>	<b>Maintenance &amp; Repair</b>	
4-01	Mean Time to Repair – Total	20
5-01	% Repeat Reports w/in 30 Days	10
<b>NP-</b>	<b>Network Performance</b>	
1-03	# of Final Trunk Groups Blocked 2 Months	10
1-04	# of Final Trunk Groups Blocked 3 Months	20
		180

**Table A-1-4: Collocation - Mode of Entry Weights**

<b>NP-</b>	<b>Network Performance</b>	<b>Weight</b>
2-01	% OT Response to Request for Physical Collocation	10
2-02	% OT Response to Request for Virtual Collocation	10
2-05	<b>% On Time – Physical Location</b>	<b>20</b>
2-06	<b>% On Time – Virtual Location</b>	<b>20</b>
2-07	<b>Average Delay Days – Physical</b>	<b>20</b>
2-08	<b>Average Delay Days – Virtual</b>	<b>20</b>
		100



**2. Mode of Entry: Dollars At Risk – \$41,200,000**

	<b>Resale</b>	<b>UNE</b>	<b>Collocation</b>	<b>Trunks</b>
Monthly	\$515,000	\$2,060,000	\$118,391	\$739,943
Annual	\$6,180,000	\$24,720,000	\$1,420,690	\$8,879,310

**3. Minimum and Maximum Bill Credit Tables:**

**Table A-3-1: Resale**

**Table A-3-2: Unbundled Network Elements**

**Table A-3-3: Interconnection Trunks**

**Table A-3-4: Collocation**

**Table A-3-1: Resale**

- Maximum of \$ 6,180,000 per year
- Maximum Credit Performance Score “X” = -0.670
- Minimum threshold = -0.1908
- Mid-point between minimum and maximum = -0.4304

Score Range		Monthly Dollars:	
<	And <sup>3</sup>		
	-0.1908	\$0	
-0.1908	-0.2160	\$103,000	
-0.2160	-0.2412	\$124,684	
-0.2412	-0.2664	\$146,368	
-0.2664	-0.2917	\$168,053	
-0.2917	-0.1369	\$189,737	
-0.1369	-0.3421	\$211,421	
-0.3421	-0.3673	\$233,105	
-0.3673	-0.3926	\$254,789	
-0.3926	-0.4178	\$276,474	
-0.4178	-0.4430	\$298,158	
-0.4430	-0.4682	\$319,842	
-0.4682	-0.4934	\$341,526	
-0.4934	-0.5187	\$363,211	
-0.5187	-0.5439	\$384,895	
-0.5439	-0.5991	\$406,579	
-0.5991	-0.5973	\$428,263	
-0.5973	-0.6196	\$449,947	
-0.6196	-0.6448	\$471,632	
-0.6448	-0.6700	\$493,316	
-0.6700		\$515,000	

**Table A-3-2: Unbundled Network Elements**

- Maximum of \$ 24,720,000 per year
- Maximum Credit Performance Score “X” = -0.670
- Minimum threshold = -0.1904
- Mid-point between minimum and maximum = -0.4302

Score Range		Monthly Dollars:	
<	And <sup>3</sup>		
	-0.1904	\$0	
-0.1904	-0.2157	\$412,000	
-0.2157	-0.2409	\$498,737	
-0.2409	-0.2662	\$585,474	
-0.2662	-0.2914	\$672,211	
-0.2914	-0.3166	\$758,947	
-0.3166	-0.3419	\$845,684	
-0.3419	-0.3671	\$932,421	
-0.3671	-0.3924	\$1,019,158	
-0.3924	-0.4176	\$1,105,895	
-0.4176	-0.4428	\$1,192,632	
-0.4428	-0.4681	\$1,279,368	
-0.4681	-0.4933	\$1,366,105	
-0.4933	-0.5186	\$1,452,842	
-0.5186	-0.5438	\$1,539,579	
-0.5438	-0.5690	\$1,626,316	
-0.5690	-0.5943	\$1,713,053	
-0.5943	-0.6195	\$1,799,789	
-0.6195	-0.6448	\$1,886,526	
-0.6448	-0.6700	\$1,973,263	
-0.6700		\$2,060,000	

**Table A-3-3: Interconnection Trunks**

- Maximum of \$ 8,879,310 per year
- Maximum Credit Performance Score “X” = -1.000
- Minimum threshold = -0.3014
- Mid-point between minimum and maximum = -0.6507

Score Range		Monthly Dollars:	
<	And <sup>3</sup>		
	-0.3014	\$0	
-0.3014	-0.3551	\$147,989	
-0.3551	-0.4088	\$193,523	
-0.4088	-0.4626	\$239,058	
-0.4626	-0.5163	\$284,593	
-0.5163	-0.5701	\$330,128	
-0.5701	-0.6238	\$375,663	
-0.6238	-0.6776	\$421,198	
-0.6776	-0.7313	\$466,733	
-0.7313	-0.7850	\$512,268	
-0.7850	-0.8388	\$557,803	
-0.8388	-0.8925	\$603,338	
-0.8925	-0.9463	\$648,873	
-0.9463	-1.0000	\$694,408	
-1.0000		\$739,943	

**Table A-3-4: Collocation**

- Maximum of \$ 1,420,690 per year
- Maximum Credit Performance Score “X” = -1.200
- Minimum threshold = 0
- Mid-point between minimum and maximum = -0.6

Score Range		Monthly Dollars:	
<	And <sup>3</sup>		
	0	\$0	
0.00000	-0.10	\$23,678	
-0.10	-0.20	\$31,571	
-0.20	-0.30	\$39,464	
-0.30	-0.40	\$47,356	
-0.40	-0.50	\$55,249	
-0.50	-0.60	\$63,142	
-0.60	-0.70	\$71,034	
-0.70	-0.80	\$78,927	
-0.80	-0.90	\$86,820	
-0.90	-1.00	\$94,713	
-1.00	-1.10	\$102,605	
-1.10	-1.20	\$110,498	
-1.20		\$118,391	